(iv) Instructions also exist for

(a) taking meter reading every fortnight

(b) maintaining separate registers for the subscribers whose meters have completed one or more revolutions during the fortnight.

(c) identifying the subscribers whose current fortnightly readings show a certain spurt and consequently placing their telephone line and usage on observation and

(d) avoiding arithemetical inaccuracies in the issue of bills.

Statement II

No. of complaints lodged by consumers in Patna during the last three years

Name of Year	No. of complaints	No. of complaints for excess metering	No. of complaints disposed for excess metering
88-89	6625	3029	2255
89-90	6234	3144	2887
90-91	6535	3454	All disposed

Revision of pay scales for inspectors of Post Office and Railway Mail Services

@@3371. SHRI SAMAR MUKHERJEE: Will the Minister of COMMUNICATIONS be pleased to refer to the answer to Unstarred Question 1628 given in the Rajya Sabha on 24th May, 1990 and state:

(a) whether a decision has since been taken regarding merger of Inspectors of Post Offices and Inspectors of Indian Railway Mail Services in a common cadre;

(b) if so, what are the details thereof; and

(c) if not the reasons for the delay in taking a decision?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No Sir.

(b) Does not arise.

(c) The merger of IPOs/IRMs is linked with revision of pay scales of Inspectors on introduction of an element of direct recruitment in the merged cadre, as per the recommendations contained in Para 10.44 of recommendations of the 4th Pay Commission. No decision has yet been taken on direct recruitment and revision of pay scales.

Criteria for New manned telephone Scheme

3372. SHRI ASHOK NATH VERMA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the norms and criteria laid down, deposit/charges required and facilities offered by Delhi Telephones of MTNL for grant and operating of new manned telephone schemes like department sponsored telecom centres, Franchise Telecom Centres, MTNL authorised telephone centres, local call centres etc. to meet the urgent and genuine requirements of general public for local, STD/ISD, FAX, TELEX, Speed Post facilities etc. in Union Territory of Delhi, category-wise;

@@Previously Unstarred Question 2660 Transferred from the 17th December, 1991.

(b) whether Government propose to give priority for allotment of such centres and sites to deserving category of persons on the recommendations of Members of Parliament, if so, what are the details thereof;

(c) what incentive, facilities and assistance the MTNL are extending to deserving category of persons for such centres; and

(d) the names of sites/places the MTNL are having or its own or leased or rented and are lying vacant for allotment of assignments in Delhi?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Public telephones and telecom centres under the franchise scheme are given to an individual, private enterpreneur or voluntary organisation with the prime objective of creating employment and to increase accessibility at common public places such as Re-settlement Colonies, Government Colonies, Housing Societies, Hospitals, Bus Stands, Railway Stations, Tourist Centres, Pilgrimage Centres, Air Port, Educational Institutions, etc. Preference is given to physically handicapped persons, ex-servicemen, War Widows, etc. Department provides telephone and telex lines on top priority and also maintains them. The Franchise is responsible for providing adequate and suitable accommodation. Departmental sponsored telecom centres are established, maintained, operated and manned by the MTNL staff.

For telephones under franchise scheme no rental or installation charges are levied. There is a monthly guarantee of Rs. 1600/- per month for STD payphone and Rs. 300/- per month for non-STD payphone. In addition, the operating agency has to make an initial security deposit to cover minimum of six months guarantee amount per payphone. This is subsequently adjusted to 3 months average revenue for each payphone.

Speed post facility is not available from these booths.

(b) The priority for physically handicapped persons, Ex-servicemen, War Widows etc. has already been indicated.

(c) Telephone lines and Telex lines are provided on priority basis to the Franchisees and are maintained by the Department. The Franchisee gets a commission of 20 per cent upto first 10,000 unit calls per month per STD payphone and thereafter 10 per cent. For non-STD payphones franchisee gets a commission of 40 per cent.

(d) None, Sir.

Rent paid to the owners of Shanti Niketan and Shantijeevan Buildings, Bombay

3373. DR. RATNAKAR PANDEY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the rent being paid to the owners of "Santi Niketan" and "Shantijeevan" buildings on Andheri-Kurla Road, Bombay, occupied by Mahanagar Telephone Nigam Limited have remained static and scant during the last two decades;

(b) whether it is also a fact that the prevalent rent in the area is much higher than the rent being paid to the owners;

(c) if so, what is the rent being paid with the increase given to the owners during the last five years; and

(d) whether Government propose to increase the rent of the premises in accordance with the instructions/guidelines of the Directorate of Estates, Reserve Bank of India and the Income-tax Department, and if not, the reasons therefor?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. The rent of Shantiniketan/ building was revised upwards twice with effect from 1.1.1988 and 1.1.91. Similarly the rent of Sahjeevan building (and not Shantijeevan) was raised with effect from 1.1.88.

(b) The prevailing market rent in the area may be higher.